

## How Is the Online CMS Manual System Web Site Organized?

The Online CMS Manual System Web site contains four subsections:

- **Paper-Based Manuals** – manuals that have not yet been transitioned to the Internet-Only format;
- **CMS Manual System (Internet-Only Manuals)** – manuals that have been transitioned to the Internet-Only format;
- **Program Transmittals** – transmittals that are organized by year of publication; and
- **Program Memoranda** – memoranda that are organized by year of publication.

As CMS updates manual instructions, revised materials will be moved into the Internet-Only Manuals section and removed from the Paper-Based Manuals section. This phase-out/phase-in process will continue until all manual instructions are included in the Internet-Only Manuals section.

During this transition period, providers should check both the Paper-Based and Internet-Only Manuals sections for current policies and procedures.

## How Can I Locate Materials in Each of the Four Subsections?

Since each subsection is organized differently, the process for locating the different types of documents is different:

- **Paper-Based Manuals** – After clicking on the Paper-Based Manuals link, review the list of publications to find the appropriate document.
- **CMS Manual System (Internet-Only Manuals)** – After clicking on the CMS Manual System link, review the Table of Contents to locate the functional area for the document you are seeking. Click on the appropriate link to review a Table of Contents for that specific functional area.
- **Program Transmittals** – After clicking on the link for the specific year that the Program Transmittal was published, review the list of Transmittals to find the appropriate document.
- **Program Memoranda** – After clicking on the link for the specific year that the Program Memorandum was published, review the list of Memoranda to find the appropriate document.

In addition, the “Search CMS Manuals” function on the Online CMS Manual System Web site is customized to limit searches to the four subsections.

## Can I Locate a Specific Section in an Internet-Only Manual if I Know Where the Section Is in the Paper-Based Manual?

CMS is developing crosswalks to assist you in locating materials in the Internet-Only Manuals based on the location in the Paper-Based Manuals. For example, there is a crosswalk for the Hospital Manual at:

[http://www.cms.hhs.gov/manuals/10\\_hospital/ho100.asp](http://www.cms.hhs.gov/manuals/10_hospital/ho100.asp)

There is also a crosswalk for the Medicare General Information, Eligibility, and Entitlement functional area that lists materials removed from old manuals. This crosswalk can be found at:

[http://www.cms.hhs.gov/manuals/101\\_general/ge101crosswalk.asp](http://www.cms.hhs.gov/manuals/101_general/ge101crosswalk.asp)

## What Other Resources Are Available?

Please visit the following Web sites for more information about Medicare, Medicaid, and CMS policies posted on the Internet:

### The New Online CMS Manual System Announcement

[http://www.cms.hhs.gov/manuals/pm\\_trans/R2OTN.pdf](http://www.cms.hhs.gov/manuals/pm_trans/R2OTN.pdf)

This One-Time Notification (formerly called a Program Memorandum) outlines the new Online CMS Manual System. It also provides a crosswalk between Paper-Based Manuals and the new Internet-Only Manuals.

### The Medicare Learning Network

<http://www.cms.hhs.gov/medlearn/>

The Medlearn Home Page helps providers locate regulations, educational materials, and mailing lists regarding various Medicare-related topics.

### The Office of Strategic Operations and Regulatory Affairs - Division of Issuances

For more information concerning the Online CMS Manual System, please contact the OSORA's Division of Issuances at:

[Issuances@cms.hhs.gov](mailto:Issuances@cms.hhs.gov)

Problems or suggestions may be submitted at:

<http://www.cms.hhs.gov/feedback>

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# Centers for Medicare & Medicaid Services



## The Online CMS Manual System A Web-based Manual System for Providers, Contractors, and State Agencies



Office of Strategic Operations and  
Regulatory Affairs

# The Online CMS Manual System

## What Is the New Online CMS Manual System?

Beginning October 1, 2003, CMS will transition from a paper-based manual system to a Web-based system. The process includes the streamlining, updating, and consolidating of CMS' various program instructions (i.e., day-to-day operating instructions, policies, and procedures) into an electronic Web-based manual system for all users. The new system is called the Online CMS Manual System (also called the Medicare and Medicaid Program Instructions Web site) and is located at:

<http://www.cms.hhs.gov/manuals>

## Are There Any Other Changes in the Online CMS Manual System?

After September 30, 2003, CMS will stop issuing Program Memoranda (PMs). Information that was previously communicated via PMs will instead be communicated using one of the following four vehicles:

- Manual Revisions;
- One-Time Notifications;
- Business Requirement Templates; and
- Confidential Requirement Templates.

Each of these vehicles will be transmitted with a Transmittal Sheet. The Transmittal Sheet will contain a Summary of Changes, a Schedule of Changes, funding information, and information about which type of vehicle is attached to the Transmittal Sheet.

## What Are the Benefits of the Online CMS Manual System?

The Online CMS Manual System offers provider and contractors, as well as CMS, several benefits:

- A centralized location for Medicare and Medicaid policies, available 24 hours a day;
- A single source of information for the Medicare and Medicaid programs;

- A significant elimination of redundancy and a streamlining of the update process (due to the functional orientation of the system); and
- A more timely and accessible fashion for accessing CMS program instructions.

## How Will I Be Notified of Program Instructions?

CMS will continue to notify servicing contractors and providers of new and changed program instructions through their servicing contractor's Web site and provider bulletins.

The CMS Quarterly Provider Update provides advance notification of all new and changed program instructions. Providers may subscribe to it at:

<http://www.cms.hhs.gov/providerupdate/main.asp>

## How Is the New Online CMS Manual System Organized?

Unlike the previous user-focused organization, the new Online CMS Manual System will be organized by functional areas, for example:

- Eligibility;
- Entitlement;
- Claims Processing;
- Benefit Policy; and
- Program Integrity.

## What Are the Specific Functional Areas?

There are 20 functional areas within the Online CMS Manual System, as shown in the following table:

## Internet-Only Manuals Functional Areas

Pub. Number	Functional Area Name
Pub. 100-01	Medicare General Information, Eligibility, and Entitlement
Pub. 100-02	Medicare Benefit Policy
Pub. 100-03	Medicare National Coverage Determinations
Pub. 100-04	Medicare Claims Processing
Pub. 100-05	Medicare Secondary Payer
Pub. 100-06	Medicare Financial Management
Pub. 100-07	Medicare State Operations
Pub. 100-08	Medicare Program Integrity
Pub. 100-09	Medicare Contractor Beneficiary and Provider Communications
Pub. 100-10	Medicare Quality Improvement Organization
Pub. 100-11	Reserved
Pub. 100-12	State Medicaid
Pub. 100-13	Medicaid State Children's Health Insurance Program
Pub. 100-14	Medicare End Stage Renal Disease Network Organization
Pub. 100-15	Medicare State Buy-In
Pub. 100-16	Medicare Managed Care
Pub. 100-17	Medicare Business Partners Systems Security
Pub. 100-18	Medicare Business Partner Security Oversight
Pub. 100-19	Demonstration
Pub. 100-20	One-Time Notification

## In What File Format Will the Electronic Files Be Presented?

Electronic manual files will be provided in either HTML (viewable using a Web browser) or in Adobe's Portable Document Format (PDF). PDF files can be viewed using the Adobe Acrobat Reader, a free program available from Adobe Systems.